Web Conferencing improves collaboration by promoting communication and interaction among users regardless of physical or organizational location. The Portal provides a venue for EPA and its stakeholders to utilize Web Conferencing as a tool to accomplish time critical goals through multimedia services. The Web Conferencing capability for internal EPA affiliates allows users to fulfill requirements of projects easier by providing a seamless environment for conducting their business. This Help Document describes both pre-scheduled and Instant Web Conferences[1]. For information on hosting Web Conferences, please see the *Hosting a Web Conference Help Document*.

How Do I Access Web Conferencing?

To access the Web Conferencing capabilities from My Page or the Employee Page, click on *Web Conferencing* in the horizontal navigation bar. From other Portal pages and communities, you can also access Web Conferencing by clicking on the *Team Resources* or the *Web Conferencing* link on the left navigation bar. The **Team Resources** page will be displayed. To enter the Web Conferencing tool, click on the *Enter Web Conferencing* link in the **Web Conferencing** portlet as shown in Figure 1 below. The Collaboration Suite – Real Time Collaboration Homepage will be displayed as shown in Figure 2 below. You can also access Web Conferencing directly via http://portal.epa.gov/webconference.

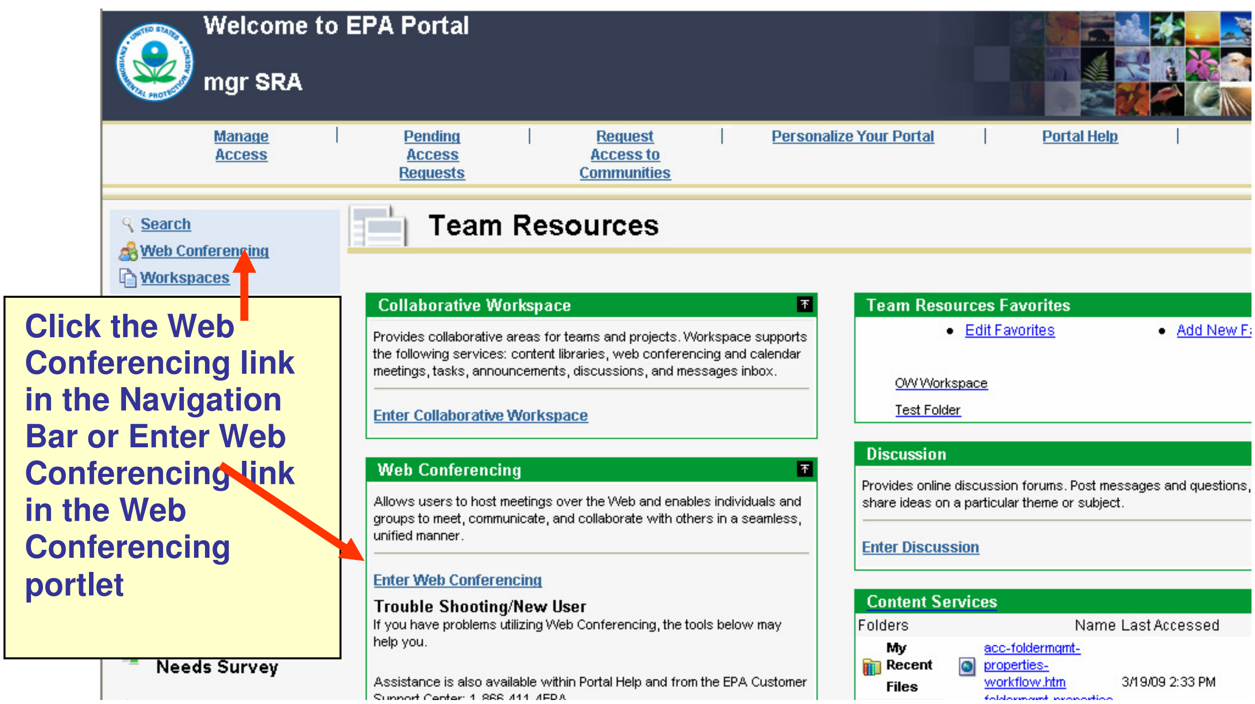


Figure 1: Team Resources Page

[1] The information provided in this Help Document is based upon instructions provided in Oracle's Oracle Real-Time Collaboration Help Documentation. It has been customized to provide specific instruction for users of the EPA Portal.

NOTE: Some Portal communities provide access to Web Conferencing through their community page. For specific instructions on how to access Web Conferencing through a specific community, please see the instructions found on that community page or contact the community administrator.

Where Can I See a List of My Conferences?

You can see a list of the conferences you have been invited to or have scheduled on the *My Conferences* homepage. To access this page, simply click on the *Web Conferencing* link in the navigation bar or *Enter Web Conferencing* link on the **Team Resources** page as shown in Figure 1. Figure 2 displays a listing of your conferences.

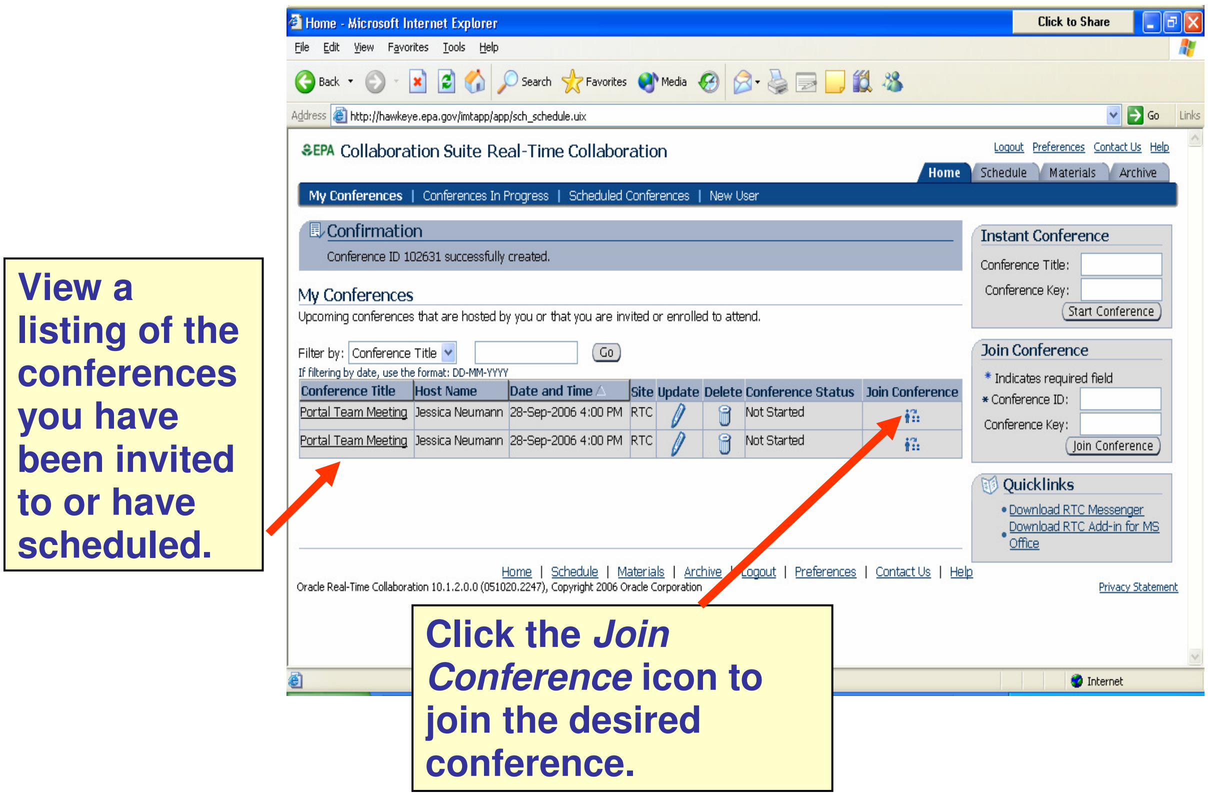


Figure 2: My Conferences

How Do I Start An Instant Conference?

Web Conferencing allows you to schedule conferences in advance or begin conferences immediately using the Instant Conference feature. You may begin an instant conference using the Instant Conference portlet displayed in Figure 2 above. Instant Web Conferences are especially beneficial if you have a very small number of attendees or want to start a web conference while already on a conference call. You can give attendees the http://portal.epa.gov/webconference address to access the web conference.

To start an instant conference from the **Instant Conference** portlet:

1. Enter the title of your conference in the Conference Title field (optional).
2. If desired, enter a conference key of your choice into the Conference Key field. *Please note; a Conference Key is not required to start an instant conference.* If you enter a conference key, your attendees will be asked to provide the key and the six-digit conference ID before they may join your conference. However, if you do not require a key, your attendees will only have to provide a conference ID number.
3. When you have entered your conference title and (optional) conference key, click the *Start Conference* button. This will begin a conference immediately and open a screen giving you an automatically assigned conference number that you must give others so that they can "join" the conference (see *How Do I Join a Conference* below).

Quick Tip!
Send attendees without an EPA portal account the link to the Web conference URL (http://portal.epa.gov/webconference) so that they can join your instant conference. You will also need to provide them with the six-digit Conference ID, generated by the system, and the Key ,if one has been assigned.

How Do I Schedule a Conference?

In addition to starting an Instant Conference, you may also schedule a Web Conference to begin at a future date/time. To do this, follow the steps below.

1. Enter Conference Details
    a. Click the *Schedule* tab on the **Collaboration Suite – Real Time Collaboration Homepage** as displayed in Figure 3. The *Schedule* tab is displayed. This page allows you to provide basic details about your conference and is the only page you must complete.

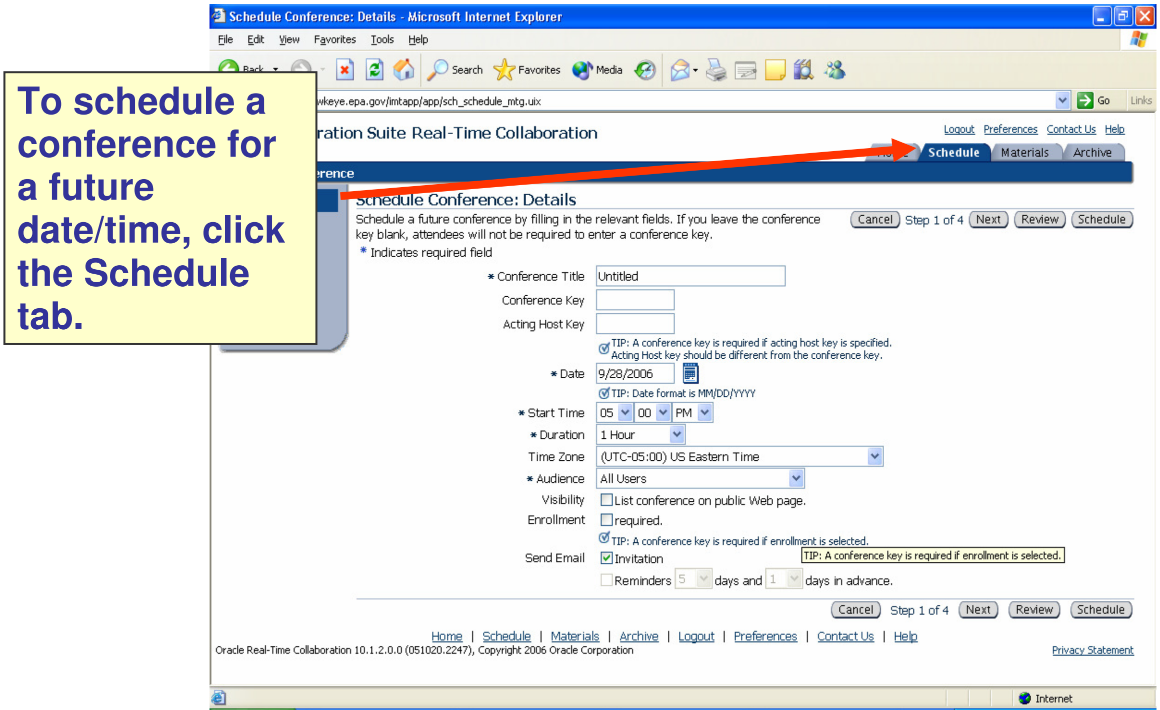


Figure 3: Schedule Tab – Schedule Conference: Details

b. Enter your conference details, a description of the fields is provided below:

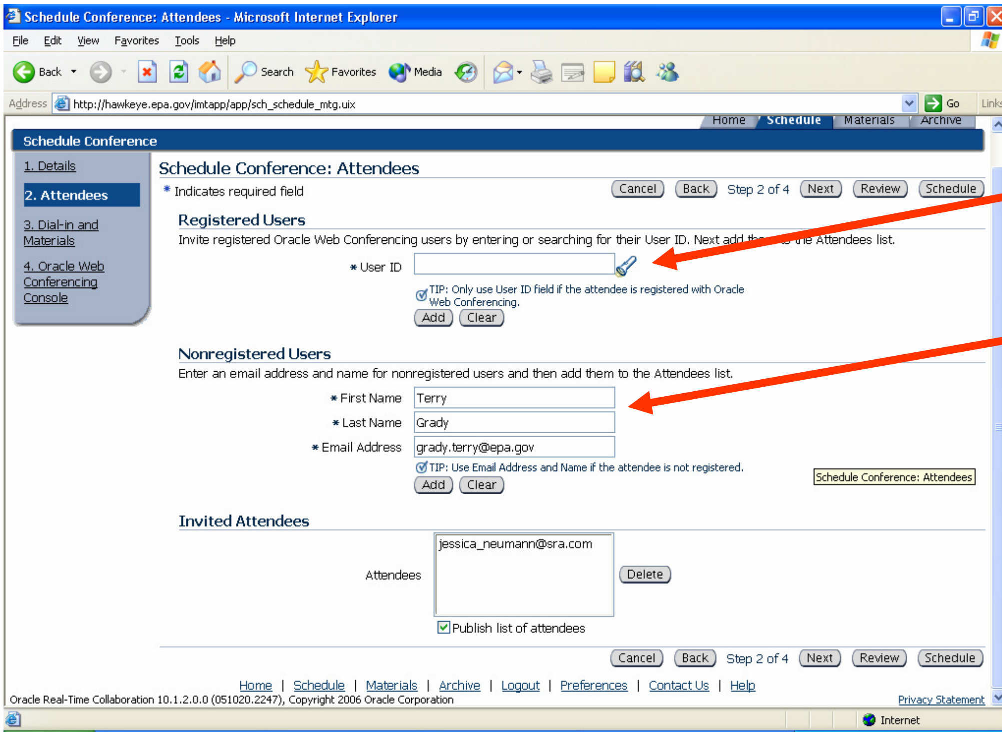
- Conference Title – Provides a name you can use to describe your conference.
- Conference Key – Allows you to enter an alphanumeric key which your attendees will be prompted to enter along with the system-generated Conference ID as they join the conference. The Conference Key is a password that is only provided to attendees. If you do not wish to require your attendees to enter a Conference Key, you may leave this field blank. However, if you wish to require attendees to enroll (see Enrollment below) before joining the conference, you must create a Conference Key.
- Acting Host Key – Entering an acting host key allows you to allow another registered user the rights to host or control the conference. The Acting Host Key must be different from the Conference Key. If you create an Acting Host key, you must also create a Conference Key. To allow another attendee to host your conference, you must provide them with the Acting Host key. They must use this key instead of the Conference Key when they join the conference to ensure they have the appropriate privileges.
- Start Time – Allows you to indicate what time you would like the conference to begin. Please note the AM/PM options to ensure you are scheduling the conference for the intended time.

- Date – Allows you to indicate the date on which the conference will take place.
- Duration – Allows you to indicate how many hours the conference will last. The duration chosen does not define the length of the event. The system will not cut off if the conference exceeds the event duration.
- Time Zone – Allows you to indicate the time zone where you will be conducting the conference.

Quick Tip!
Be sure to select the appropriate Time Zone! (To set your time zone preference, click the *Preferences* link at the top of the page.)

- Audience – Allows you to limit which users may join your conference. To allow anyone to access your conference regardless of whether you have invited them or not, select *All Users*. Select *Users by Invitation* only if you want to limit access to only invited individuals
- Visibility – Click *List Conference on Public Web* page if you would like the conference to be displayed on the Scheduled Conferences table on the Collaboration Suite – Real Time Collaboration Homepage page. By default, the conference is not listed. Conferences that are open only to users who you have invited to attend the conference cannot be listed in the Scheduled Conferences table for all Portal users to view.
- Enrollment – Allows you to require that attendees to your conference to pre-register before they can join the conference. To use this feature, you must provide a conference key. Attendees will be asked to provide additional information such as their address and phone number when they enroll. Using the enrollment feature will allow you to view the list of attendees and their contact information by clicking the *Archive* tab at the conclusion of the conference.
- Send E-mail – Allows you to send an email invitation to provide attendees with information about the conference. Check *Reminder* if you wish attendees to receive a reminder e-mail about the conference. NOTE: If you are an external EPA affiliate, you will not be able to initiate a Web Conference.

2. Enter Attendee Information. The **Schedule Conference: Attendee** page (Figure 4) allows you to indicate the individuals you would like to attend your conference and send email invitations to them with the conference details. To access this page, click the *Next* button at the bottom of the **Schedule Conference: Attendees** page on the *Schedule* tab. NOTE: You do not have to invite people through the web conference in order for users to participate. You may trigger the system to send an invitation. However, you can also copy the link to the conference and send it in an email to your attendees.



Locate and invite Registered users using the User ID field.

Non-registered users (e.g., those without a Portal Login ID) may be added using the Non-registered Users portion of this page.

Figure 4: Schedule Conference Attendees

a. You may invite both Registered and Unregistered users to attend your conference. Registered users are those individuals who have Portal login IDs. Unregistered users do not have Portal login IDs. Unregistered users may be invited to your meeting using their email addresses. They need not have a Portal account to participate in your conference.

b. To invite Registered users, type all of or part of the name or email address you wish to locate them, and then click the flashlight icon. The **Search and Select** page is displayed. In order to search by name, you must type an asterisk (*) before and after the last name. For example, if you are searching for John Doe, you would type *Doe* and click the flashlight icon. NOTE: If the user is not an EPA Employee or does not have an epa.gov email address, the address displayed may be a system generated address and not the actual email address for that user. Therefore, you should confirm that email address before using it to send correspondence. However, when sending a notice through the Oracle Collaboration Suite in the Portal, the system will automatically route the notice to the user's correct email address.

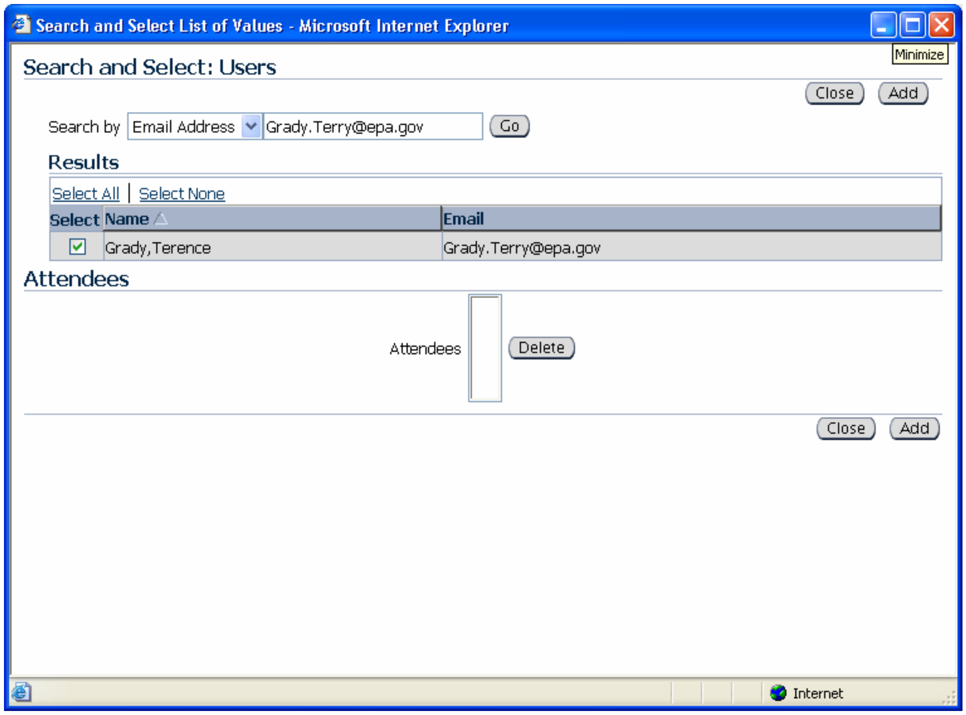


Figure 5: Search and Select Screen

c. Select the check box next to the user you wish to invite, and then click *Add* button. You can continue to search for additional users in the *Search By* field.
d. Click the *Close* button when you have finished adding attendees. You will return to the Schedule Conference: Attendees page (Figure 4).
e. You may also invite non-registered users, or those individuals without a Portal ID to attend your conference. To do this:
f. Enter the attendee's first and last name and email address and click the *Add* button.
g. All invited attendees (registered and non-registered) will be displayed in the *Attendees* box at the bottom of the page (Figure 4).
h. To remove an attendee from the *Attendees* box, highlight (click once) on the name of the attendee and click the *Delete* button.

Quick Tip!
To ensure that your conference runs smoothly, touch base with your attendees prior to the call to ensure that they have installed the Web Conference application. If their company blocks ActiveX, they'll need to get permission to download the application. This is a quick one-time installation.

They can test the application by running the "New User Test" from the main ***Team Resources*** page. The link is located in the **Web Conferencing** portlet.

3. Providing Dial-In Information and Materials. The Schedule a Conference: Dial-In and Materials page, accessed by clicking *Next* (Figure 6) allows you to provide information attendees might need for a conference, such as a dial-in number for a conference call, a conference agenda, and conference presentation materials. To access this page, click the *Next* button on the Schedule Conference: Attendees page (Figure 4).

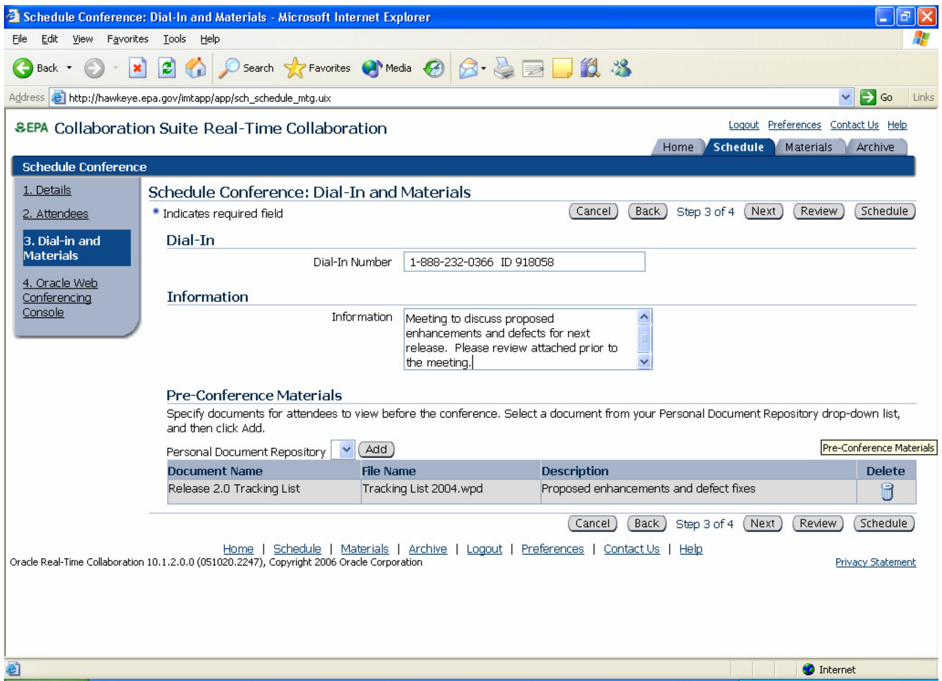


Figure 6: Schedule a Conference: Dial-In and Materials

a. Type the Dial-In Number for the conference bridge you are using for your meeting in the Dial-In Number field.
b. Enter any information about the meeting in the Information field. NOTE: If you are an external user (i.e., you are not an EPA Employee and/or you do not have an epa.gov email address) you may wish to provide your contact information in this Information field so that invitees will know how to contact you if they wish to reply to your invitation (please see the note under Step 2 of the Entering Conference Details section above).
c. Attach meeting materials to your invitation, by clicking on the Personal Document Repository dropdown list and select the material(s) you wish to attach to your invitation by clicking the *Add* button. The selected document will be displayed in the box beneath the dropdown. You may remove attachments by clicking on the trash can icon next to the materials you wish to delete. NOTE: The Adding Materials section below provides

instructions for ensuring that meeting materials are displayed in your Personal Document Repository dropdown.

d. When you have finished providing information and meeting materials for your conference, click the *Next* button to set your console options

4. Setting Console Options. The **Schedule a Conference: Web Conferencing Console Options** page allows you to determine the how the conference console will be displayed during your conference. There are a variety of options you can use to customize how your conference is conducted. Figures 7 and 8 provide examples of the page on which these settings are selected. You may choose to set up your conference using the default settings. In this case, you may simply click the *Schedule* button on this page to complete the scheduling process. If you wish to change the default settings, a description of each option is provided below.

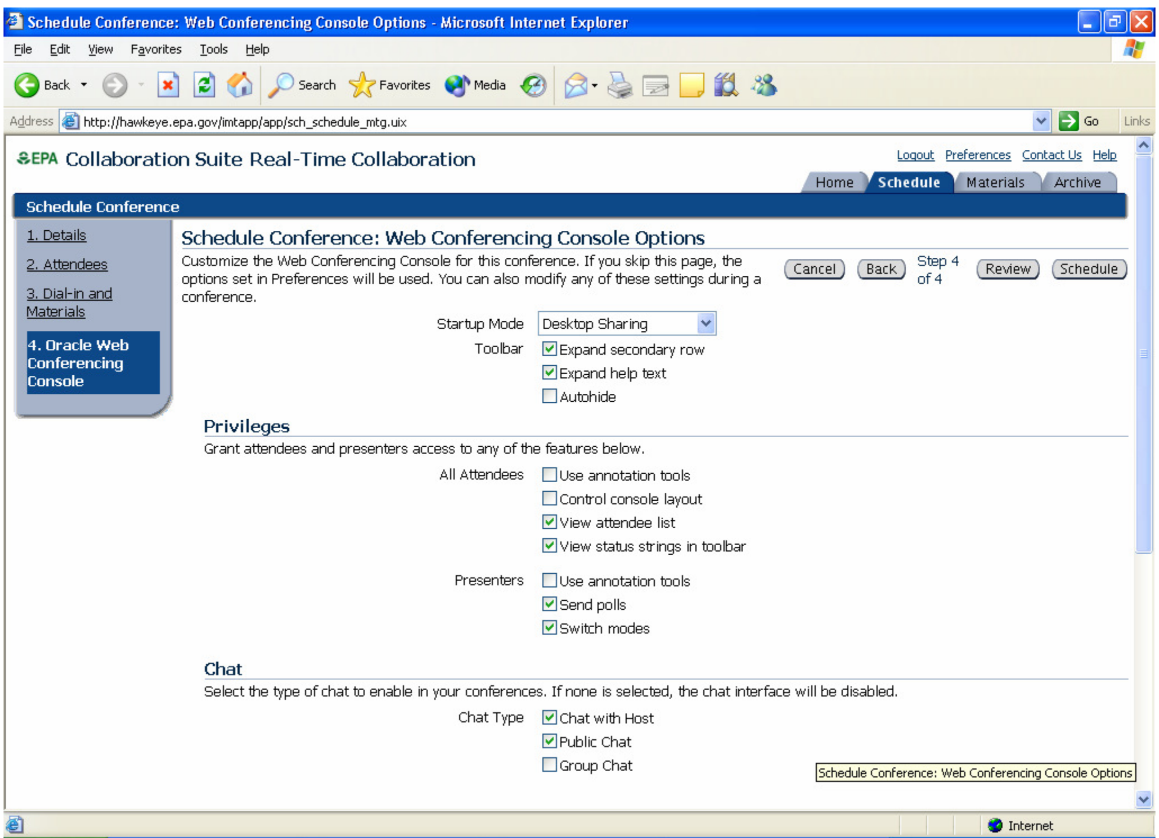


Figure 7: Schedule Conference: Web Conferencing Console Options (View 1 of 2)

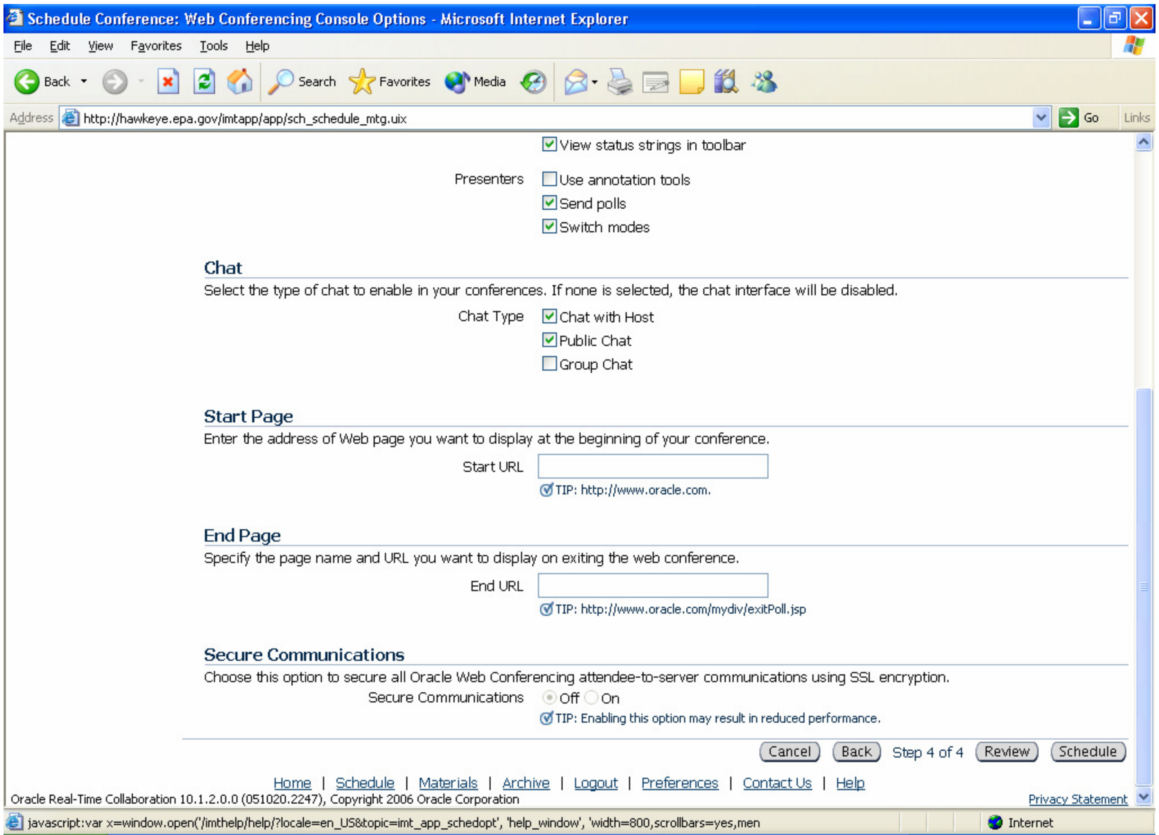


Figure 8: Schedule Conference: Web Conferencing Console Options (View 2 of 2)

NOTE: The Start Page and End Page functions are not enabled and therefore can't be utilized.

a. Setting the Startup Mode and Console Defaults. You may choose to change the Startup Mode for your conference. The default Mode is to share your desktop. However, change this setting to show a document or a whiteboard instead.

NOTE: If you do not change your defaults, it does not mean that you can not use these other modes during your conference. However, you will simply have to click on the *Document Presentation* or *Whiteboard* icon at the top of the Web Conferencing toolbar when you begin your conference. For more information, please see the Hosting Web Conferences guide. The Startup Modes are described in more detail as follows:

- Document Presentation—Allows you to set your conference session to display a document to discuss with your attendees as the first view you see when you enter the conference. In order to share a document, however, you must first have loaded the document(s)

you wish to share. Please see the **How Do I Upload/Share Meeting Materials?** section below for instructions on how to do this.)
- Desktop Sharing—Allows you to set you conference view to be able show your attendees a Windows application or an area of your desktop.
- Whiteboard—Allows you to display the Whiteboard feature as the first view your attendees will see when entering the conference.

b. Setting Attendee and Presenter Privileges. You can choose what types of activities presenters and attendees may perform during the conferences. Follow is a description of what each of these options provides:

For attendees:
- Use annotation tools—Allows conference attendees to use the whiteboard feature.
- Control console layout—Allows conference attendees to change the display of the console during the conference.
- View attendee list—Allows all conference attendees to view the names of the other individuals attending the conference.
- See alerts when attendees join —Allows users to see messages when new attendees join the conference.

Quick Tip!
To view a PowerPoint presentation, attendees should adjust their screen resolution to 1024 x 768. Presenters should adjust their resolution to 600 x 800.

For presenters:

- Use annotation tools—Allows those users you have designated as presenters to utilize the whiteboard feature.
- Send polls—Allows presenters to ask attendees to vote on specific issues during the conference.
- Switch modes—Allows the presenter to change the conference mode as described in the Setting the Startup Mode and Console Defaults section above.

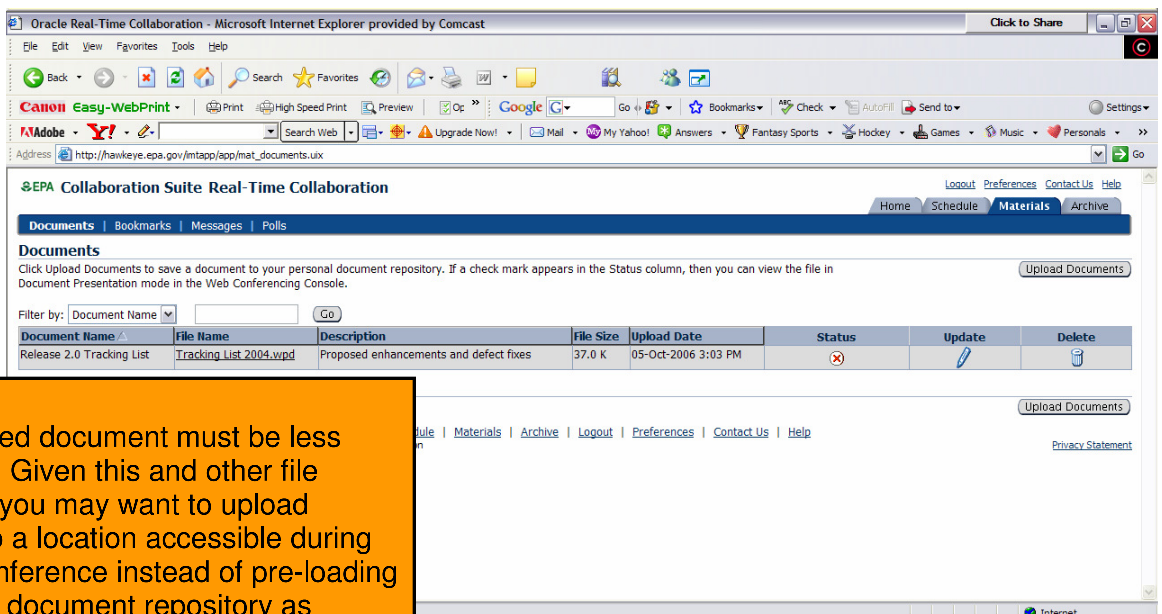
c. Setting Chat Defaults. This feature allows you to indicate the type of chat sessions your attendees will be able to conduct during the conference. Chat sessions are discussed in more detail in the Hosting Web Conferences guide. Following is a description of each option:
- Chat with Host—Allows attendees to conduct private chat sessions between themselves and the host.
- Public Chat—Allows attendees to conduct chat sessions among all attendees including the host. .
- Group Chat—Allows attendees to conduct chat sessions with specific attendees of their choosing.

d. Setting Starting and Ending Pages. This feature allows you to indicate whether you would like a specific Web page to be displayed at the beginning and ending of your conference. To select a Web page to display at the beginning and end of the conference, simply type the URL in the field provided.

e. Setting Conference Security. This feature may only be set by a Portal administrator and cannot be modified by users. It allows the administrator to ensure all communications between the Oracle Web Conferencing server and clients participating in the conference are encrypted.

How Do I Upload/Share Meeting Materials?

You may wish to share documents with your meeting attendees. The *Materials* tab (Figure 9) allows you to upload documents to your personal materials repository so that you may locate and share your documents when you are conducting a Web conference. An alternative to uploading documents before the conference, you will be able to share any files on your desktop during the meeting. Please refer to the *Hosting a Web Conference Help Document* for more information on sharing documents during a Web Conference.



Quick Tip!
Any uploaded document must be less than 3 MB. Given this and other file limitations, you may want to upload materials to a location accessible during the web conference instead of pre-loading them to the document repository as explained in Step 1 below.

Figure 9: Materials Tab

1. To upload documents to your materials repository, click the *Upload Documents* button. The Upload Documents page (Figure 9) is displayed. Note: Only certain types of files may be added to the document repository (e.g., PDF, image files (.gif and .jpg), and text files.) If a file type is not supported, you will see a red

"X" in the Status column as shown in the example above. This does not mean that you cannot share this type of file during a Web conference. However, you cannot attach it to the document repository. Instead, you must share the document by clicking on the *Click to Share* button while hosting the conference.

2. Click the *Browse* button to navigate to the document you would like to upload.
3. Once you have selected the document you would like to upload, the document will be displayed in the Documents list.
4. Type a name for the document in the Document Name field and provide a description of the document in the Description field.
5. To remove a document, click the *trash can icon* in the Delete column of the Documents listing. Documents uploaded to the tab will now be available from the Document dropdown list when you are in the Document Sharing Mode. For more information, please see the Hosting a Web Conference guide.

Trouble Shooting Tips

ISSUE	SUGGESTION
System crashes and the conference drops.	You will need to start a new conference using a new conference ID. The old ID will be lost. You can start an instant conference immediately (see How Do I Start an Instant Conference? in this document).
An attendee isn't able to access the conference.	Ensure that they have installed the Web Conference application.
Attendee doesn't have a Portal account.	They can access the conference using http://portal.epa.gov/webconference
PowerPoint Presentation is not displaying properly.	To view a PowerPoint presentation, attendees should adjust their screen resolution to 1024 x 768. Presenters should adjust their resolution to 600 x 800.
Numbers and/or text in Excel spreadsheets are not displaying properly.	The conference presenter should click the *Preferences* button in the Oracle Web Conference toolbar. Using the scroll buttons on the top of the **Console Preferences** screen, click on the *Compatibility* tab. Click in the check box next to the phrase, "Enable sharing of programs that use DirectX…" and click the *Apply* button. Click the *Next* button on the installation message to begin to install the DirectX compatible components. When the installation is complete, click *Finish*.